

Deborah.Easterling

From: Jocelyn.Boyd
Sent: Tuesday, September 10, 2013 10:49 AM
To: charles.terreni@terrenilaw.com; selllott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: Message from Rick Durham, Vice President, Utilities, Inc.

From: Andrew Roberts [mailto:ajr252@gmail.com]
Sent: Sunday, September 08, 2013 11:22 AM
To: TEGACAY
Cc: harringc@dhec.sc.gov; Jocelyn.Boyd; Linda Stevenson; tcwateradvisory@hotmail.com; TEGACAY; TGOakley@uiwater.com; Campbell, Chad
Subject: Re: Message from Rick Durham, Vice President, Utilities, Inc.

Rick,

Thank you for the email, however I do not find it true that you and your team are doing everything you can. I still see way too many waste removal trucks, not enough renovation being done to the system, and I am paying SO much on monthly water bills. It matches my electricity bills. We are 2 adults and a child in a single story house just under 1400 sq ft, and my water bill is on or over \$100 monthly.

I know you say that a definitive solution to our waste treatment and removal is 'cost prohibitive', however that is not of concern to your customers. If you are not willing and/or able to provide consistently safe service, then you should not be providing it.

I know it rhetoric, but our drinking water, waste water and leasurely activities are an extremely important part of our community, or ANY community for that matter. Pair the inability to enjoy those things with an outrageous (and disgusting) price tag, and of course you will see a very upset community. It's a slap in the face to not only be stuck with sup par municipal and waste water services, but to then have the company demand gross amounts of money for it.

You do not have my support nor my confidence as of current, and your long winded email has not helped.

Andrew Roberts

Sent from [Mailbox](#) for iPhone

On Sat, Sep 7, 2013 at 2:52 PM, TEGACAY <TEGacay@uiwater.com> wrote:

Customers of Tega Cay Water Service,

My name is Rick Durham and I am in charge of all water and wastewater operations in South Carolina for Utilities, Inc., including Tega Cay Water Service (TCWS). I am writing you to provide you information on last weekend's wastewater overflows.

Since May, I have been directly involved with the Tega Cay wastewater issues, and during that time I have read numerous correspondence and spoken to residents who say they no longer trust Tega Cay Water Service. Given the historical problems in the design and functionality of the Tega Cay system and the continued news of periodic overflows, I can understand the lack of trust that has developed. Now more than ever, we need to establish communication of exactly what is going on with this system because of the importance it has to the community.

Utilities Inc. (UI), who provides water and wastewater utility service to over 300,000 customers in 15 states, has committed all of its resources to assist TCWS in resolving the wastewater issues in Tega Cay and has tasked me personally with the responsibility and objective to eliminate the potential for future overflows and specifically any reaching the waters in Lake Wylie. We have been working diligently on this objective and have pulled in UI resources from other states to address the inflow and infiltration issues plaguing particularly the older sections of the Tega Cay collection system (sections consisting of clay pipe material).

The total replacement of the Tega Cay collection system would be cost prohibitive. However, we have been able to line the existing pipes where most of the I&I (infiltration and inflow) concerns have been an issue in the past. Since mid 2011, working with a consulting engineer, we have made significant progress inspecting, cleaning, and improving the collection system's ability to handle the waste flow in dry and wet conditions. Our work is not done. Given the nature of this system, additional improvements and a more targeted on-going maintenance plan using more specific history and available technology are needed to prevent the possibility of future overflows that may negatively impact the lake and those who enjoy swimming in its coves.

The three overflows that occurred over a few days around the Labor Day week was a disappointment to all and extremely unexpected. Even with the significant amount of progress we have made to date on correcting the system's deficiencies, we did not expect the blockages that occurred last weekend. More importantly, we fell short of taking all possible steps to ensure everyone received the notice of the spillage in a timely manner. While we did post "No Swimming" signs around the area of the spills, we did not notify our customers by telephone using our "Voice Reach" system. This automated calling feature depends on accurate phone numbers we have on each of your accounts. I have instructed our personnel to utilize Voice Reach on all "no swimming" advisories in addition to other effective forms of communication to we have available to us. Therefore I ask that if you don't recall recently (or ever) getting a Voice Reach call from us, please contact our customer service office (800) 272-1919 and let the customer service representative know you are calling to update our records.

We are committed to regaining your trust. We are committed to improving the reliability of the Tega Cay collection system and I will continue to commit the resources necessary until the job is completed. I am committed to making the collection system reliable, and welcome the opportunity to meet personally with any members of the community to discuss the Tega Cay system and to listen to your concerns.

Sincerely,

Rick Durham
Regional Vice President